



Advantages of Hosting

Boost productivity, lower costs and keep your customers satisfied

Hosted voice solutions give you greater call control and reliability

There is no denying it: when it comes to voice solutions, telecom carriers are quite reliable. But what happens to your calls on those rare occasions when your carrier's network goes down? What happens when your onsite equipment hic-ups? What would happen if staff could not get to the office due to extreme weather conditions, floods, fire or emergency situations? What happens if inbound calls exceed expectations? How do you remain connected to your customers?

There is no denying it: inbound and outbound calls are mission critical to almost every organization. Losing calls, even temporarily, could result in lost sales or unhappy customers. It may mean employees cannot find out about important shift changes. Other stakeholders may not be able to obtain critical information or be contacted in urgent situations. Most organizations have solid data business continuity plans in place; however, they do not have continuity plans in place for voice communications.

There is a solution. Hosted voice services provide you with business continuity and can be used to improve productivity and customer satisfaction and lower telecom costs. A confidence booster, hosted services give you greater reliability and control over your inbound and outbound calls.

With Aizan's Voice Assurance Suite, your phones keep ringing—no matter the situation. Aizan's inbound and outbound voice products are independent of telecom carriers, equipment manufacturers or on-premise equipment. They are not affected by local disruptions such as power loss, connectivity issues, lack of technical support staff or other elements that can have a negative impact on service delivery.

If your telecom provider or onsite telecom network goes down, Aizan's services keep on humming. You can quickly redirect incoming calls to mobile phones or to home or remote offices. If staff can't make it into the office, they can continue to make or take calls at home or on mobile phones. In short, inbound calls can be redirected in real time from your switchboard to wherever you want them to go and you can continue to make outbound calls, deliver urgent messages and even receive faxes. If the issue is not an emergency, but simply an unexpected or seasonal spike in call volumes, Aizan solutions will step in to take up the load. Your customers are unaffected; your business continuity is assured.

Since there is no need to purchase, maintain or install any equipment, Aizan's fully hosted, hardware-free application can be rolled out quickly. All that, of course, would be moot if your hosted applications went down. Aizan's on demand delivery platform is located in one of North America's premier telecommunications hubs. Aizan uses redundant telecom providers and has in place a triple backup system to carry calls and protect vital messages. In other words, most companies have one telecom point of failure; Aizan has multiple points of redundancy. That's how Aizan manages over 150,000,000 calls and messages per year, for over 350 clients, across North America.

Hosted services cost you far less than you might imagine. With Aizan's Voice Assurance Suite, you pay only for use, not for fixed assets. You cut capital costs and other expenses while boosting productivity and continuity, and you retain full control over your communication messages and processes. In addition, you don't need in-house technical specialists to look after software upgrades and equipment maintenance. Aizan continuously upgrades systems as technology advances, so you benefit from the latest innovations in communications technology—without any capital investment.

You ensure business continuity, improve customer relationships and retention, boost sales and cut telecom costs. All with Aizan. Now that makes business sense.

- **Read more about the Aizan Voice Assurance Suite.**
- **Read more about how Aizan assists specific vertical markets.**